START UP QUESTIONS

Q: What cartridge do I insert to get the Firmware update?
A: Nursery Tales (HSN customers), Imagine More (Retail customers). Both contain the same upgrade.

Q: How long does the upgrade take?
A: The upgrade can take from 5 to 20 minutes. Some machines will already be updated from the factory so they will not require a cartridge update. In this case, the machine will go directly to the menu screen.

Q: When should I insert my ink cartridges?
A: Wait until the upgrade is complete and the Imagine will prompt you to install your ink cartridges.

Q: My machine seems to have locked up or frozen during the upgrade process, what should I do?
A: Do not turn the machine off if the on-screen instructions on the Imagine say not to, especially if the progress bar is showing on the screen. Let the machine continue with the upgrade process for at least 15 minutes. If the on-screen instructions do not specifically warn not to turn off the machine, and the machine seems frozen, allow one minute to pass to see if the machine self corrects. If it does not, turn the power off and back on again to resume the upgrade process.

Q: What do I need to do during the upgrade?
A: It's simple! You'll only need to plug in the cartridge during the upgrade. The machine will restart a couple of times during the upgrade process, which is normal.

Q: How do I know the upgrade completed successfully?
A: You will be prompted to calibrate the machine starting with the touch screen when the upgrade is complete. Just follow the on-screen instructions. After the screen calibration, the End User License Agreement will be displayed.

Q: My screen is frozen and unresponsive after clicking "Accept" on the End User License Agreement screen, what should I do?
A: Turn off the machine and turn it on again. The machine may repeat a part of the installation process to be sure all components are properly installed. When the machine re-starts, install the ink cartridges per the instructions in the quick start guide or the user manual and follow the on-screen instructions to complete the machine set up procedure.

Q: During the Ink Cartridge Alignment calibration routine I received the error, "Mat not detected, please try to insert the mat again." However, it appears that the print calibration completed successfully. When I click on the "Retry" button, the Insert Mat screen comes up, but nothing happens when I click "GO". What is the corrective action?
A: This error is typically generated because either the mat was not fed into the machine and the machine timed out or the mat was curled significantly prior to being fed into the machine, which caused a feed error. Try the following resolutions:

1. If the mat was curled or bowed such that the adhesive side of the mat bows up when resting on a table, roll the mat up into a cylinder with the adhesive side to the inside to reverse the curl. Hold the mat in this position for at least 2 minutes using rubber bands or some other suitable means of securing the mat. Unroll the mat and repeat the calibration process. For best performance, the mat should be flat before being fed through the machine.

2. Open and close the ink cartridge access door at the back left corner of the machine. Allow the machine about 30 seconds to reset and then follow the on-screen instructions to re-feed the mat with a clean sheet of paper into the machine and click “GO”.
3. Turn the machine OFF and then back ON again using the power button on the front of the machine display. Then follow the on-screen instructions to re-feed the mat and to run the calibration again.